

TENNIS PRO-SHOP SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
0335	Tennis Pro-Shop Assistant	14	078	6 mo.	7/27/89
2453	Tennis Pro-Shop Manager	03	078	6 mo.	7/27/89

Promotional Line: 217

Series Narrative

Employees in positions allocated to this series perform or supervise the sales and service activities offered by a tennis pro-shop.

They typically --

- sell merchandise in the pro-shop
- teach tennis techniques, rules and regulations to others
- schedule and/or host events at the tennis courts (such as classes, clinics, camps and tournaments)
- direct and/or train subordinate employees
- maintain financial records of pro-shop and, at the higher level, establish and maintain its budget

DESCRIPTIONS OF LEVELS OF WORK

Level I: Tennis Pro Shop Assistant

0335

Employees in positions allocated to this level perform sales and service duties in a tennis pro-shop and assist in the management of the shop. They work under general supervision from a designated supervisor.

A Tennis Pro-Shop Assistant typically --

1. sells or rents tennis merchandise and related items (such as tennis balls, racquets, apparel, food and beverages)
 - a. informs customers of product features and serviceability
 - b. operates a cash register
 - c. makes change
 - d. balances the drawer at the end of the day

- e. assists in ordering and displaying merchandise
- 2. maintains records of the operation of the pro-shop
 - a. completes daily sales reports
 - b. periodically completes inventory records of merchandise and food
- 3. assists in the supervision of student or other lower level employees
 - a. assists in interview and selection procedures
 - b. trains employees in the performance of their duties
 - c. makes and revises work schedules to meet the demands of a seasonal patron traffic flow
- 4. assists in the development of methods to teach tennis to individuals or groups (such as leagues or clinics); instructs individuals or groups in tennis techniques, etiquette, rules and regulations
- 5. repairs tennis racquets (such as restringing)
- 6. assists supervisor in development of policies, procedures, and reporting forms for the tennis courts and pro-shop
- 7. assists supervisor in identifying and solving problems that might arise (such as granting or denying refunds, dealing with complaints about the courts, food, or merchandise, or dealing with patrons who misuse equipment or facility)
- 8. performs related duties as assigned

Level II: Tennis Pro-Shop Manager**2453**

Employees in positions allocated to this level supervise and perform technical operations of a tennis pro-shop and teach tennis to others. They work under direction from higher level personnel.

A Tennis Pro-Shop Manager typically --

- 1. manages the operations of the pro-shop
 - a. coordinates operational needs of the tennis courts with other administrative units (such as physical education department, intercollegiate athletics, and university or local schools)
 - b. schedules or directs the scheduling of events (such as classes, clinics, camps and tournaments) at the court facilities
 - c. establishes and administers budgets relating to procurement, sales, contractual services, and printing by directing the maintenance of, or maintaining, bookkeeping records and reports

- d. manages the sale of merchandise and food, including internal and external purchasing, costing inventories, and preparation of income statements
2. directs the work activities of subordinates (such as hiring, training, evaluating, scheduling, and approving payment of employees in the pro-shop)
3. develops and manages a program for teaching tennis to individuals and groups (such as leagues or clinics); instructs individuals and groups in tennis techniques, etiquette, rules, and regulations
4. monitors court playing conditions and reports concerns to appropriate personnel
5. maintains communications and public relations with patrons, university and community tennis associations, and other pro-shop managers
6. performs related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS FOR ENTRY INTO:

Level I: Tennis Pro-Shop Assistant

335

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. six months of experience in sales that included bookkeeping or recordkeeping tasks
2. any one, or any combination, of the following types of additional preparation --
 - a. credit for college course work in any field
 - b. clerical or cashiering experience

that totals 1.0 unit according to the following conversion rates * --

60 semester hours of "a" = 1.0 unit

18 months of "b" = 1.0 unit

3. experienced tennis player with four seasons of play

NOTE: Registration as an Apprentice with the United States Professional Tennis Association satisfies all the requirements for the Tennis Pro-Shop Assistant class.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of tennis equipment

*Amounts of training or experience less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

2. knowledge of basic bookkeeping principles
3. knowledge of rules of tennis
4. knowledge of tennis etiquette
5. ability to make basic repairs on tennis racquets
6. ability to operate a cash register and make change
7. ability to supervise others
8. ability to work with students, faculty, administrators, and the public
9. ability to deal with problems and situations that may arise on the tennis courts or in the pro-shop
10. ability to analyze and correct an individual's tennis swing
11. ability to develop lesson progressions to teach tennis techniques to individuals or groups
12. ability to host tennis tournaments or clinics

Level II: Tennis Pro-Shop Manager**2453****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. two years of experience performing duties outlined in the lower level of this series, including assisting in the development of programs for the teaching of tennis
2. any one, or any combination, of the following types of additional preparation --
 - a. credit for progressively more advanced college course work that would lead to a major in business administration, business education, accounting, or a related field
 - b. experience in recreation, tennis coaching, and/or business
 - c. experience performing duties outlined in the lower level of this series

that totals 1.0 unit according to the following conversion rates * --

Baccalaureate degree (or 120 semester hours) of "a" = 1.0 unit

*Amounts of training or experience less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

3 years of "b" - 1.0 unit

3 years of "c" = 1.0 unit

3. experienced, accomplished tennis player with four seasons of play

NOTE: Registration with the United States Professional Tennis Association satisfies all the requirements for the Tennis Pro-Shop Manager class.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of basic bookkeeping principles
2. knowledge of budget preparation and maintenance
3. knowledge of tennis equipment
4. knowledge of rules of tennis
5. knowledge of tennis etiquette
6. ability to deal with problems and situations that may arise
7. ability to coordinate and schedule a variety of activities
8. ability to prepare and complete various reports
9. ability to Maintain inventories and purchase needed items
10. ability to supervise others
11. ability to analyze and correct an individual's tennis swing
12. ability to develop programs to teach tennis techniques to individuals and groups
13. ability to recognize improper court conditions
14. ability to work with students, faculty, administrators, and the public

Tennis Pro-Shop Assistant
Tennis Pro-Shop Manager

(NEW)
(NEW)